

GRANTEE MONITORING

Grantee Name	Lake Minnetonka Life Care Center / SouthWest Options For Women
Location/Address	1615 Main Street.Hopkins.MN.55343
Date and Location of Site Visit	4-04-17 Hopkins
Grantee Participants	Executive Director: Cyndie Gloe
MDH Participant(s)	Mary Ottman
Grant Agreement #/PO #	285707

PURPOSE:

In accordance with the MDH Policy 238.01 Grantee Monitoring, MDH will conduct at least one monitoring visit per grant period on all state grants of over \$50,000, and at least annual monitoring visits on grants of over \$250,000.

The purpose of the grant monitoring visit is to review and ensure progress against the grants' goals, to address any problems or issues before the end of the grant period and to build rapport between the state agency and the grantees. This visit may cover topics such as statutory compliance; challenges faced by the grantee, modifications made to the grant program, program outcomes, grantee policies and procedures, grantee governance, and training and technical assistance needs.

The findings or information obtained through this monitoring activity will be used:

- To ascertain how MDH program funds are being utilized
- To provide targeted technical assistance needs
- To improve program implementation performance
- To suggest other training needs
- In future funding decisions

OVERVIEW

1. Is the Grantee's non-profit 501(c) 3 status current?

YES

GRANTEE MONITORING

2. Does the Grantee have a central file containing the official records for this grant agreement and/or amendment?

YES

3. Where is this central file located?

FRONT OFFICE

4. Who is responsible for this central file?

ED Cyndie Gloe and Marie Ziesmer Client Coordinator

5. Does the central file include

- The grant proposal?
- The award letter?
- The signed grant agreement and any/all amendments?
- Any/all requests and/or approvals for scope/budget changes?
- The work plan?
- Any/all payment requests (invoices)?
- Any/all signed subcontracts? Not applicable (no subcontracts)
- Any/all Progress Reports?

YES TO ALL THE ABOVE

REPORTING REQUIREMENTS

1. Does the organization meet all reporting requirements as outlined in the grant agreement and/or amendment? YES?

2. Are expenditure reports submitted timely and accurately? YES?

GRANTEE MONITORING

3. Are progress reports submitted with all required information and in a timely manner? **YES?**

CONTRACTUAL

1. Does the Grantee have written policies or procedures addressing use of contractors and/or subcontractors?

YES—but we have no subcontractors at this time.

2. Were any sub-contractors paid from the MDH grant required to sign a contractual agreement outlining services to be rendered, duration of engagement, and pay rate?

3. Was the contractual agreement(s) reviewed and approved by MDH before implementation?

PERSONNEL POLICIES, PROCEDURES AND PRACTICES OF THE GRANTEE

1. Are time distribution records (e.g., time-sheets) maintained to show how employees who are funded through, or contributed in kind to, the MDH grant and who work on multiple projects/programs spend their time?

YES

2. Do personnel and/or payroll records show dates of hire/termination, immigration status if applicable, actual hours of time worked, leave time, federal and state programs worked on, and earning for all employees who are funded through, or contributed in kind, to the MDH grant? **YES**

3. Does the Grantee have policies and procedures in writing regarding: **YES TO ALL LISTED**

GRANTEE MONITORING

- Payroll?
- Travel?
- Overtime?
- Timesheets?
- Taxes?
- Purchasing?
- Compensated time off?

4. Are employees time sheets approved? **YES**

By whom (what position)? **BY EXECUTIVE DIRECTOR AND BOARD PRESIDENT**

By the Executive Director? **YES**

5. Does the Grantee's payroll preparation and distribution involve more than one employee? **YES**

6. Does an authorized official approve all checks before being signed? **YES**

Additional Comments:

GRANTEE MONITORING

PROGRAMMATIC QUESTIONS

Please use this space to answer all questions.

Program History

- When was your program started? LMLCC was incorporated in 1991 and education started prior to that date.
- Why was it started? There were no resources in the western suburban area for women in a pregnancy crisis. To assist and support individual and families experiencing an unplanned pregnancy. To offer an alternative to abortion through comprehensive assistance with honest and caring support as well as much needed material assistance.
- What need does your program fulfill? Making women aware they are not alone when experiencing an unplanned pregnancy. There is support in this community beyond abortion. LMLCC offers education on pregnancy and parenting for women and families in our community. LMLCC provides much needed education on pregnancy health and safety, plus extensive education on raising healthy and safe children i.e. preventing SIDS, Shaken Baby Syndrome, car seat safety, crib safety, helping babies sleep. Supporting families with free cribs, car seats, rental assistance when on maternity leave, essential baby items and caring support from our staff.
- How has the program grown or changed since its beginning? Our program has grown over the years and the education portion grew exponentially as the grant provided funding for more staff, more curriculum, cribs, car seats and infant supplies. LMLCC can now offer free life coaching to help women regain stability and focus on improving their future.

Grantee's Target population

- Who does the organization primarily serve? Mostly single and low income women and families, however anyone is welcome to participate in our free pregnancy and parenting education.
- What is the program's demographic and geographic coverage? Demographics indicates we serve mostly women between the ages of 18 and 35+, all races with the majority being, White, Hispanic, African American, and African—African. LMLCC stats also indicate the majority of clients are at or below poverty level.

Geographic Area: Hopkins, Minnetonka, Plymouth, Eden Prairie, Wayzata, Chaska, Chanhassen, Waconia, Victoria, Savage, West Bloomington and West Edina. We serve mostly the western and southwestern suburbs.

- Review recent Demographic reporting.

GRANTEE MONITORING

Leadership and Governance

- Effective Board: How many board members currently serve, who are they? **We have 6 board members: Two medical doctors, one lawyer, one CPA, one IT person, one community organizer.**
- How often do they meet? How are they informed of organization's progress and challenges? **Twice a Quarter. ED gives a detailed Center update and report to the board.**
- How supportive is the Board of the program? **Very supportive. Board also fund-raises for the programs.**
- How is the program staffed? **Director oversees the staff and program, two Client Coordinators and One Client Coordinator/ Community Outreach and six volunteers.**
- Who is responsible for the supervision of grant staff? **Executive Director**
 - How is staff evaluated on their performance? **At meetings and individual reviews.** How long have PA staff been employed there? **15 years, 9 years, 7 years and our new hire—4 months.**
 - How are staff background checks done? **Through a professional background service.**
 - What is your organization's policy on complaints for staff and clients? **In writing and then addressed by ED preferably in person or by phone. Board is involved if/or when necessary.**

Budget

- Does the current budget reflect your work plan activities? **YES**
- Is the budget accurate for the project size/scope? **YES**
- Do you have any challenges with the budget or invoicing? **No Problems at this time.**
- Has your Financial Reconciliation taken place? **NOT yet**
- If you have an elevated risk designation, and/ or your Financial Reconciliation report cited any concerns, these will be discussed. **N/A**

Review Work Plan including:

Partners

- If applicable: how are people referred to the program? **Signage, friend referrals, WIC, churches, food shelf, law enforcement, Hennepin county social workers, Court ordered parenting classes, internet, restroom ads, brochures placed at other community outreaches.**

GRANTEE MONITORING

- Are there any barriers encountered with referral sources? **Yes, the high schools tend to refer to abortion clinics most of the time.**
- What is your most common referral source? **Word of mouth/ friend referral.**
- Challenges with partners or specific counties? **NO**

Work Plan

- Review your 2016 – 19 grant application’s description of the program you are asking to be funded. On your work plan note the services and activities you said you would provide and the number of clients you would serve. **It’s an accurate reflection.**
- **Prepare a short summary of your current program(s) and the number of clients being served.** How does what you describe in the application compare with what you are currently providing? Have any programs and/or activities or services been added or removed? Have the number of clients being served per quarter decreased or increased since June 2016? Is there anything in particular you want to share about your current program to explain its current status?

After reviewing our WP and Report. We are generally on track. We had a few lower numbers last Quarter, but it seems to have been an anomaly.

We have not added or taken away any program, activities, or services.

Numbers since 2016 are the same, except we’re seeing more clients for Case Management Services.

We’re about the same numbers as in 2016 in most categories—some slightly up and others slightly down.

We anticipate the program numbers growing after our remodeling is finished this summer.

- Do you anticipate making any changes to the 2017-18 Work Plan? **NO**
- If so, in what way and for what reasons? **N/A**

Participants:

- What type of outreach does the organization put into action? **Community Outreach staff is our best assets. They visit our vast network and keep great communication and mutual referrals. Advertisements in local area restrooms, distribute brochures and newsletters.**
- What is working well? **All the above.**
- What are more the challenging aspects to finding or retaining clients? **Finding new**

GRANTEE MONITORING

resources to advertise and partner with.

Data:

- How is program data collected and by whom? By Client Coordinators and eKyros data base. Is data collected useful to agency? YES
- Anything we can do to help or simplify data collection? NO

Review Evaluation

- Your 2015-16 Evaluation Report Summary will be discussed (If you were a past grantee).
- Your 2016-17 Evaluation Plan will be reviewed. Any suggestions provided in your 2015-16 Report Summary should be included in the plan, if you are continuing a similar evaluation. If you are planning a new evaluation, details will be discussed. Do you have any questions on your evaluation? Evaluation project for both the previous year and current year will be on the organization's safe sleep programming.

Miscellaneous

- Anything else you would like to share?
- Anything else we haven't asked?

What can we do to help?

- Trainings and Grantee meetings useful for grantee? YES
- Any topic suggestions? Group sharing of information. What works, what doesn't. Also sharing on grant management techniques by grantees.
- Feedback or suggestions for the state?
- Is there any way MDH can assist you to better equip your success in the Positive Alternatives Grant Program

Summary:

Lake Minnetonka Life Care Center has been a long time Positive Alternative Grantee providing PA programming and services to women for several grant cycles. Programming funded by the PA grant includes: a car seat safety program, case management, crib distribution and safe sleep education, financial assistance, material support, pregnancy and parenting education and outreach. Lake Minnetonka Life Care is in the middle of a large space expansion to provide more room for the addition of their new medical program. They will be doubling their space for these programming requirements. Completion date is being planned for this fall or early winter. The current Executive Director will be stepping down and will remain as part of the life coaching staff of the center. A search is being initiated for a new director. Expected transitioning time will be 3 – 6 months.

Lake Minnetonka has a dedicated staff serving diverse groups of women through their multifaceted programming. Recently they have brought life coaching to their center and have seen the benefits for

GRANTEE MONITORING

clients since the program has been initiated. Their life coaching program will also be a part of the large evaluation project being planned and implemented by another PA grantee, Choices Pregnancy Center. The goal of this large scale evaluation project is to formally evaluate the effectiveness of Life Coaching in the PRC setting.

As an experienced grantee and non-profit organization, Lake Minnetonka Life Care has managed to continually build their programming goals and outreach efforts. They continue to manage their funding responsibly and with great thought to the best way to provide care for their clients.

Date: April 17, 2017

Grant Manager: Mary Ottman